


<b>U. S. Department of Labor</b> Employment and Training Administration Washington, D. C. 20210	<b>CLASSIFICATION</b> AWN TFHL & ASL
	<b>CORRESPONDENCE SYMBOL</b> OAS
	<b>DATE</b> April 17, 2001

TRAINING AND EMPLOYMENT GUIDANCE LETTER NO. 8-00, CHANGE 1

**TO** : ALL STATE WORKFORCE LIAISONS  
ALL STATE WORKER ADJUSTMENT LIAISONS  
ALL STATE EMPLOYMENT SECURITY AGENCIES  
ALL ONE-STOP CENTER SYSTEM LEADS

**FROM** : LENITA JACOBS-SIMMONS  
Deputy Assistant Secretary



**SUBJECT** : Realignment of Implementation of Partnership Between America's Workforce  
Network (AWN) Toll-Free Help Line (TFHL) and America's  
Service Locator (ASL)

1. Purpose. To provide guidance to the States about a policy decision concerning the relationship between the AWN Toll-Free Help Line (1-877-US-2JOBS) and the Internet-based ASL ([www.servicelocator.org](http://www.servicelocator.org)), and the impact of this decision on the partnership between these two national tools and resulting State and local responsibilities.

2. Reference. Training and Employment Information Notice (TEIN) No. 10-00 and Training and Employment Guidance Letter (TEGL) No. 8-00.

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3. Background. In TEIN No. 10-00 and TEGl 8-00, ETA specified that the primary collaborative goal of the TFHL/ASL partnership was “to enhance the information currently available through the AWN Toll-Free Help Line by replacing the current locator software in the National Call Center (NCC) call guide with the more robust ASL information.” The intent was that Customer Service Representatives (CSRs) responding to AWN Toll-Free Help Line calls would be able to use **both** the NCC call guide for detailed Federal and State service information and the ASL web site for detailed location information.

4. Partnership and Roles. In response to expressed concerns about the appropriate role of the AWN Toll-Free Help Line with regard to providing detailed State-specific information, ETA has embarked on a new course in the TFHL/ASL partnership. **We will replace the current Toll-Free State and local services database with the one robust ASL database which is prepared, entered, and maintained by State and local staff.** The Toll-Free Help Line and ASL will serve as links for customers to information about America’s Workforce Network services that are available in the customer’s State and/or local area. (Information about such Federally managed services as Job Corps and apprenticeship will continue to be maintained by the NCC.) The key

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ASL contact(s) identified by each State and jurisdiction in response to TEGl 8-00 will be responsible for oversight of this task (See Attachment 1, List of ASL Contacts).

This new, stronger partnership between ASL and Toll-Free will be consistent with existing agreements about Federal-State-local relationships and the scope of data appropriate for national systems. Further, it will be less expensive to operate, while effectively making AWN services accessible to our customers. Our goal is to have this transition fully accomplished by early June.

5. Implications. The immediate effects of this AWN Toll-Free Help Line policy change on States (both Standard Partners and Affiliates) and local jurisdictions are delineated below:

- Standard Partner grants will be modified to reflect the new parameters of the partnership, and to extend the period of performance for one year. **The modification would specify the new State role of providing oversight and**

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**coordination for the local service providers inputting data directly into ASL.**

- Over the course of the extended grant period, Standard Partners are encouraged to continue and expand their public information activities to promote the AWN Toll-Free Help Line and ASL as access points for customers to information about America's Workforce Network services.
- Oversight and coordination of ASL data entry and maintenance became the responsibility of the key State ASL contact(s) identified in response to TEGL 8-00 as of February 28, 2001. As referenced in the modification particulars above, Standard Partner States no longer have the option of asking Datatrac to maintain and enter their ASL information.
- Our target date for completion of the review and approval of Level I ASL data by the State key contacts was April 13, 2001. As Level I data is approved, States will convey instructions to pass accounts to local service deliverers. From mid-April through June 2001, State key contacts will ensure that local service deliverers complete data entry, verification and approval of Level II-IV information. (See Attachment 2, ASL data template.)
- Standard Partners that have received executed WIA-wide modifications should immediately cease work on the NCC WIA-wide narrative questionnaire; as noted above, all entry, updating and approval is now the responsibility of State and local service providers working directly with the ASL database. However, the information captured in the narrative questionnaire may be retained for future incorporation in the ASL database.
- Planned outreach efforts to Affiliate States to encourage Standard Partnership will be eliminated.
- WIA-wide modification requests from Standard Partners that were not submitted prior to February 16 will no longer be processed.

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- Affiliate States and Standard Partner States that did not receive WIA-wide modifications to their grants can apply for one-time \$50,000 grants for one year to coordinate the input of ASL data by their local programs and establish an ongoing process for ASL database maintenance.

6. Action Required. State Administrators should distribute this TEGL and attachments to their designated State ASL contact(s); and ensure that the following actions occur: a) that the State ASL contact(s) share this TEGL with local service providers; b) that the State ASL contact(s) provide oversight and coordination of all ASL data entry and maintenance; and c) that all ASL data is entered, verified and approved by June 29.

7. Inquiries. Questions concerning this Change #1 should be directed to the appropriate Regional Office.

## 8. Attachments.

1-ASL Contacts

2-ASL Data Template